

*Do you need a ride to the doctors and have no other transportation available?  
If YES, you may be eligible for the:*

# MEDICAL ASSISTANCE TRANSPORTATION PROGRAM

## CARROLL COUNTY HEALTH DEPARTMENT



### FREQUENTLY ASK QUESTIONS

#### You may be eligible for MA Transportation if you:

- Are a Carroll County resident
- Have full MA coverage
- Have no other means of transportation

#### How do I schedule MA transportation?

- Call **410-876-4813** between the hours of 8am-5pm.
- Transports must be scheduled 5 business days in advance of your appointment.

#### Who is not eligible for MA ride?

- Qualified Medicare Beneficiary (QMB)
- Specified Low Income Medicare Benefits (SLMB)
- Primary Adult Care (PAC)

#### Who will provide my transport?

- Butler, CATS, Blue Blazes, or Carroll Cab
- Do you have a friend or family member who may be able to transport you to your appointment? If so, they may be eligible for gas reimbursement. They MUST register with our office prior to providing transports. Call **410-876-4813** for more details.

#### What information will I need to schedule MA transportation?

- Your full name, address & phone number
- Your medical assistance number & social security number
- Your date of birth
- Date and time of scheduled appointment
- Name, address & phone numbers of your scheduled appointment



#### When are transportation services provided?

- Monday - Friday 7am - 5pm

#### What are my responsibilities as a recipient?

- Be ready and waiting for transportation 1 hr prior to scheduled pick up time. ***Please be aware your ride may arrive approximately 30 min. before & up to 15 min. after scheduled pickup time.***
- Provide documentation for out-of-county transports
- Do not eat, drink, or smoke in vehicles
- Be respectful

#### What if my request for MA transportation is denied?

- Contact the transportation supervisor for Carroll County at: **410-876-4813**